

Role Description

Job Title	Lay Representative
Responsible To	Quality Unit, Health Education and Improvement Wales
Time Commitment	Lay Representatives will need to be available for up to ten days per year. The specific time commitments for the particular activities for which Lay Representatives will be engaged is defined by HEIW.
Other Commitment	Lay Representatives will be required to work flexibly and have the ability to travel to locations across Wales to participate in HEIW activities.
Tenure	Lay Representative appointments will be made for one year in the first instance.
Remuneration	<p>Lay Representatives will be set up as Casual Workers of Cardiff University and remunerated at the University Level 2 rate for public and patient involvement.</p> <p>Lay Representatives will also be able to claim reasonable travel and subsistence expenses in line with Cardiff University policy and financial regulations.</p>
Conflict of Interest	Lay Representatives should not have a clinical background or background in the health professions. They should not be working for the NHS at the time of application to a Lay Representative role, or have done so within the last two years.

Background

HEIW is responsible for the management and quality assurance of education and training of some 2,600 Doctors and Dentists in Wales and, for General Practitioners and Dentists, their continuing professional development in line with the requirements of the General Medical Council (GMC) and the General Dental Council (GDC). Our client group includes Foundation, Specialty Training grade doctors and Dental Vocational Trainees. The School also has a role in relation to overseeing the provision of Continuing Professional Development for General Medical and Dental Practitioners across Wales. Our goal is to deliver excellence in postgraduate medical and dental education for Wales by ensuring that all training grade doctors and dentists in Wales have access to high quality postgraduate facilities and educational support so that they can achieve their potential in service provision to the NHS in Wales.

Main Function of the Role

HEIW is required¹ to ensure that there is impartial, external input to processes for recruiting to

¹ By the GMC Standards for curricula and assessment systems (General Medical Council, 2010), The Gold Guide

postgraduate medical and dental training programmes, monitoring the progress of a trainee through such a programme and managing the quality of the training that is offered. Lay Representatives act as independent and impartial advisors to these processes and help to ensure that they remain fair and non-discriminatory. They help to maintain the quality of training and to verify that all relevant standards are being met, enhancing the accountability of the panels and committees involved and questioning assumptions where relevant. As an independent voice, Lay Representatives provide an external view on HEIW processes and help to ensure that decision-making is consistent, robust and transparent. The role is fundamental in representing the public interest and ultimately, in safeguarding patient safety.

Depending on the event, a Lay Representative may be asked to play an active role in proceedings. The lay role is fundamentally to observe process, but at the chair's discretion they can be invited to contribute to discussion.

Principal Duties and Responsibilities

Lay Representatives may be invited to participate in any of the following -

Interviews

Lay Representatives will usually act as impartial observers during a postgraduate training interview, ensuring recruitment processes are open, fair and transparent. The Lay Representative would not be routinely expected to pass judgement on a candidate's suitability for the post (though occasionally may be asked for their perception upon professionalism and communication skills) but would need to give feedback to the interview panel on the reliability and reproducibility of the process and to offer a view upon whether appropriate care and attention is paid to the necessary standards with regards to equality and diversity.

Annual Review of Competence Progression (ARCP) Panels

An ARCP is the process by which the evidence of postgraduate trainees' progress through training is reviewed by an appropriately convened panel. An ARCP event will usually be held by a training programme on one day (or over a number of days) and involve meeting with trainees individually. The lay representative will sit in on the preparatory review of portfolio evidence and on the face-to-face interview with the trainee. The lay representative is asked to review the processes followed with a particular view to ensuring that they are consistent, fair and transparent and aligned with relevant equality and diversity guidance. The lay representative will not contribute an opinion upon whether a trainee has achieved the required standards for progression through training.

Review Panels and Appeal Hearings

Review Panels and Appeal Hearings can be convened for trainee appeals against, for example, ARCP outcomes. The role of the lay representative is to ensure fairness and transparency with adherence to appropriate standards and processes. The lay representative may be asked for an opinion on the insight or professional behaviour demonstrated by the trainee but not to judge whether they have the required clinical competence to overturn the original decision.

Quality Visits

Targeted Visits, Commissioning Meetings and Faculty Team Appraisals

Various visits are undertaken to Local Education Providers across Wales to develop, manage and implement HEIW's quality strategy at the interface between postgraduate medical training and healthcare in Wales and provide governance for faculty teams and infrastructure for training management and support across NHS Wales.

(Department of Health, 2010) and the Dental Gold Guide (COPDEND, 2011) which highlight the importance for external scrutiny of decision making as a result of the important public role HEIW undertakes and the implications of its decisions for individuals.

Lay representatives are key members of the panels for these visits which review aspects of the provision of postgraduate education and training and their role involves the ensuring of externality, fairness and transparency as well as to represent the interests of the wider public if there are concerns that training practices might put patient safety at risk. In the context of a Targeted Visit a lay representative will typically be given the opportunity to review relevant paperwork beforehand. They will sit in whilst trainees are interviewed and then whilst trainers and other health board representatives offer their views of the difficulties reported. The lay representative would usually be offered the chance to ask questions of trainers and trainees and to contribute their views during the process of formulating recommendations for action.

Revalidation Quality Reviews

Revalidation Quality Reviews are undertaken to all designated bodies in Wales on behalf of the Chief Medical Officer. The purpose of the Reviews is to enable discussions between the key members of a designated body i.e. Responsible Officer and team, and a review team representing the Higher Level Responsible Officer in Wales (Chief Medical Officer). The discussions are focused on gaining assurances regarding revalidation processes within the designated body and, ultimately, Wales as a whole.

Lay representatives are key members of the review team and provide key insight into patient and public interests. The role also provides externality and impartiality to the process. As a member of the review team Lay representatives will be expected to review and comment on materials prior to the review, contribute as a member of the review team on the visit to the relevant designated body including proposing questions, and provide comment on the draft report following the review. A full briefing and terms of reference will be provided on engagement in this activity area.

Committees

HEIW has a number of committees providing governance for, and supporting, the planning, management and delivery of postgraduate medical and dental education in Wales. Many of the committees invite lay representatives to become standing committee members. As with any other committee member, the lay representative would be expected to review necessary paperwork beforehand and to attend and contribute actively to the meetings as they are in progress. The primary roles of a lay representative on such a committee would be to provide externality and impartiality and to represent the interests of the general public. As ever, contributions and comments upon the fairness and transparency of the procedures followed and suggestions for improvement in the future would be welcomed. The writing of reports or delivery of presentations to the committee would not be a routine part of the lay representative role.

General Duties

Commit to participate in events regularly and undertake adequate preparation and follow up activity in order to undertake duties fully.

Attend local and national Lay Representative training and development events.

Participate in an annual review with a representative of HEIW's Quality Unit.

Ensure that an understanding of the importance of confidentiality is applied when undertaking all duties.

Perform duties in a manner which supports and promotes HEIW's policies on Health and Safety and Equality and Diversity.

This job description is intended as a guide to the principal duties and responsibilities for the role and should not be considered an exhaustive list. It is subject to change in line with future development of HEIW and postgraduate medical training requirements.

Person Specification

Essential

Knowledge, Skills and Experience

1. Awareness of patient safety as the key driver for quality outcomes and ability to convey this to others
2. Understanding of the core values of the NHS and a knowledge of healthcare issues in the broader context of health
3. Understanding of diversity and equal opportunities issues and legislation and a commitment to applying these principles
4. Ability to handle confidential and sensitive data and awareness of principles of data protection and patient/client confidentiality

Planning, Analysis and Problem Solving

5. Accuracy and attention to detail in note taking and record keeping
6. Ability to gather information from interview questions, make reasoned judgements and give feedback in a tactful and sensitive manner
7. Ability to evaluate evidence and make informed and objective decisions

Customer Service, Communication and Team Working

8. Ability to work as an effective team player with a co-operative approach to participation
9. Ability to collaborate, negotiate and communicate with a wide range of people at all levels on a range of, sometimes complex, issues
10. Ability to argue a coherent position, constructively challenge others and be challenged whilst respecting others' views
11. Demonstrate public service values of accountability, probity and openness and motivation to improve the quality of postgraduate education and training

Desirable

Knowledge, Skills and Experience

12. Computer literate and self-supporting with appropriate information technology (including having access to e-mail)

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